

HAVEN HOUSE CLIENT GRIEVANCE PROCEDURE

**If you have a complaint or grievance regarding the handling
of your case,
you have the right to file a complaint.
The grievance form is confidential.**

The forms are located at the front desk in the "Request Form" Notebook.
Ask staff if you are unable to locate.

1. You must **first** file a complaint internally with the **Shelter Program Manager of Haven House**.
A response will be made within 3 business days from the time form is submitted to the Program Manager.
2. If after reviewing the grievance, your concerns have not been addressed satisfactorily, you may contact the **Haven House Executive Director**, and a response will be made within 3 business days from the time this form is submitted to the Executive Director.
3. If you are requesting a response/action taken in regards to your grievance, please leave your name.
However, if there is no reply needed then leaving your name is optional.
4. If you have exhausted all internal efforts and still think that your case was not taken care of, you would then contact the **Haven House Board of Directors**:

Haven House
Board of Directors President
PO Box 15611
Rio Rancho, NM 87174.

New Mexico Crime Victims Reparation
Commission
6200 Uptown Blvd. NE, Suite 210
Albuquerque, NM 87110

Children, Youth and Families Dept.
Domestic Violence Program Manager
P.O. Drawer 5160 Room 257
Santa Fe, NM 87502

**It is the desire of Haven House staff to resolve your complaints.
We want to address and meet your needs.**

GRIEVANCE FORM

If you have a complaint or grievance regarding the handling of your case, you have the right to file a complaint.

(1) You must **first** file a complaint internally with the **Shelter Program Manager** of Haven House.

A response will be made within 3 business days from the time form is submitted to the Program Manager.

(2) If after reviewing the grievance, your concerns have not been addressed, you may contact the **Haven House Executive Director**, and a response will be made within 3 business days from the time form is submitted to the Executive Director.

(3) The final step if satisfaction has not been met is below.

Typically, when filing a grievance or complaint internally, your needs will be addressed and met. This grievance form is confidential and will go directly to the SPM or Executive Director of Haven House and a response will be made within 3 business days from the time this form is submitted. If you are requesting a response/action taken in regards to your grievance, please leave your name. However, if there is no reply needed then noting your name is optional.

Name of client: _____ (Please Print)

Nature of Grievance:

Signature: _____

Date: _____

(1) Action Taken By Shelter Program Manager:

Signature of Shelter Program Manager: _____

Date: _____

(2) Action Taken by Executive Director:

Signature of Executive Director: _____

Date: _____

If you still think that your case was not taken care of, you may contact:

Haven House
Board of Directors President
PO Box 15611
Rio Rancho, NM 87174.

New Mexico Crime Victims Reparation
Commission
6200 Uptown Blvd. NE, Suite 210
Albuquerque, NM 87110

Children, Youth and Families Dept.
Domestic Violence Program Manager
P.O. Drawer 5160 Room 257
Santa Fe, NM 87502